

FREEDOM OF INFORMATION ACT 2000 PUBLICATION SCHEME

November 2015

Who we are and what we do

About Us

City Hospitals Sunderland was established as an NHS Trust in April 1994 and under the Health and Social Care (Community Health and Standards) Act 2003 became a NHS Foundation Trust in July 2004. The Trust's Terms of Authorisation and our Constitution can be found on Monitor's [website](#) (the independent Foundation Trust Regulator).

The Trust provides a wide range of hospital services to a local community of around 340,000 residents along with an increasing range of more specialised services provided to patients outside this area, in some cases to a population as great as 860,000.

The Trust also provides a substantial range of community based services, particularly within Family Care and Therapy Services.

The Trust operates from:

- Sunderland Royal Hospital (owned by the Trust)
- Sunderland Eye Infirmary (owned by the Trust)
- The Children's Centre, Durham Road (owned by the Trust)
- Monkwearmouth Hospital (on a limited basis)
- Church View Medical Practice

and provides outreach services at:

- Washington Galleries Health Centre
- Grindon Lane Primary Care Centre
- Bunny Hill Primary Care Centre
- Washington Primary Care Centre
- Houghton le Spring Primary Care Centre
- Hartlepool General Hospital
- South Tyneside General Hospital
- Queen Elizabeth Hospital, Gateshead
- Bishop Auckland General Hospital
- University Hospital of North Durham
- Shotley Bridge Hospital

The Trust has around 863 acute beds, an annual income of £336.37m and non-current assets of £204.96m. It employs 5,119 people.

Organisational Structure

City Hospitals Sunderland is managed by our [Board of Directors](#) which is made up of six Non-Executive Directors, including the Chairman and five Executive Directors, including the Chief Executive. These Directors have voting rights and legal responsibility for the oversight of the work of the Trust.

An [Executive Team](#) is responsible for the day-to-day operational management of our organisation.

The Trust is organised into six main divisions and the departments of Trust Headquarters. Within the six main divisions are a series of clinical directorates and departments.

Division of Clinical Support

- Therapy Services (including Physiotherapy, Occupational Therapy, Speech and Language Therapy, Podiatry and Dietetics)
- Pharmacy
- Diagnostic Imaging (including Radiology, Medical Physics and Medical Photography)

Division of Family Care

- Obstetrics and Gynaecology (including Genito-Urinary Medicine)
- Paediatrics and Child Health

Division of Medicine

- Emergency Medicine (including Emergency Department, Cardiology and Acute Medical Unit)
- General Internal Medicine (including Gastroenterology, Metabolic Medicine and Thoracic Medicine)
- Medical Specialties (including Renal Medicine, Clinical Haematology and Rheumatology)
- Rehabilitation and Elderly Medicine (including Care of the Elderly, Neurology, Neuro-Rehabilitation and Neurophysiology)

Division of Surgery

- General Surgery
- Urology
- Head and Neck Surgery (including Ear, Nose and Throat, Oral and Maxillofacial Surgery and Orthodontics)
- Ophthalmology
- Trauma and Orthopaedics

Division of Theatres

- ICCU
- Anaesthetics
- Day Case Unit
- Theatre Sterile Supplies
- Clinical Sterile Services Department

Division of Estates and Facilities

- Catering
- Estates
- Outpatients
- Portering and Security
- Transport

Division of Trust Headquarters

- Chairman and Chief Executive
- Clinical Governance
- Corporate Affairs

- Finance
- Human Resources
- Information Services
- Information Technology & Information Governance
- Medical Director
- Nursing and Quality
- Performance
- Strategy and Business Development

A list of clinical specialties and sub-specialties can be found on the Trust's [website](#). On our website, we also publish a list of [all consultants](#). This is updated at least quarterly.

The Chairman, John N Anderson QA CBE, and the Chief Executive, Ken Bremner, can be contacted by writing to:

City Hospitals Sunderland NHS Foundation Trust
 Sunderland Royal Hospital
 Kayll Road
 SUNDERLAND SR4 7TP
 Tel: (0191) 565 6256

As a Foundation Trust, we also have a [Council of Governors](#) elected from our Foundation membership whose role it is to help us shape our plans for the future and to comment on how the Trust is run.

The Board of Governors comprises elected representatives from our patient, public and staff constituencies as well as some appointed governors from our partner organisations. The composition of the Board of Governors is as follows:

- Patient Constituency – 2 seats
- Public Constituency (Sunderland) – 7 seats
- Public Constituency (North East) – 2 seats
- Staff Constituency (Medical & Dental) – 1 seat
- Staff Constituency (Clinical) – 2 seats
- Staff Constituency (Other) – 2 seats

Governors are elected for a period of 3 years.

The Council of Governors meetings are held in public and the dates and papers are published on the Trust's [website](#).

Corporate Governance

The Trust complies with all the relevant elements of the Codes of Conduct and Accountability (based on the Cadbury Report). The Council of Governors meet in public at least 4 times a year. The Board of Directors meetings are also held in public every 2 months. The dates are advertised on the Trust's [website](#) and papers are published in advance of the meeting.

The principal Board committees are:

- Audit Committee
- Charitable Funds Committee
- Communications & Marketing Committee
- Executive Committee
- Finance Committee
- Governance Committee
- Operations Committee
- Patient, Carer and Public Experience Committee
- Policy Committee
- Remuneration Committee
- Tendering Committee

The following documents are available on request from the Trust Secretary (see How to contact us section).

- Register of interests
- Standing Orders
- Standing Financial Instructions
- Scheme of Delegation
- Code of Conduct

Some information will be withheld, including personal, confidential information about individuals, which is protected by the Data Protect Act 1998.

How to contact us

Sunderland Royal Hospital
Kayll Road
Sunderland
Tyne & Wear
SR4 7TP

Main Switchboard: 0191 565 6256

Sunderland Eye Infirmary
Queen Alexandra Road
Sunderland
Tyne & Wear
SR2 9HP

Main Switchboard: 0191 565 6256

Carol Harries (carol.harries@chsft.nhs.uk)
Trust Secretary
Sunderland Royal Hospital
Kayll Road
Sunderland
Tyne & Wear
SR4 7TP

Advice, comments or complaints about patient services
Helpandadvice@chsft.nhs.uk
or visit the Help & Advice Service office on B Floor next to the main lifts.

Freedom of Information requests
foi@chsft.nhs.uk

Media Enquiries
corporate.affairs@chsft.nhs.uk

To report a possible fraud
fraud@chsft.nhs.uk

Invoice payment queries
paymentssection@chsft.nhs.uk

Please direct all other enquiries to
corporate.affairs@chsft.nhs.uk

What we Spend and how we spend it

Financial & Funding Information

	2014/15
Total Operating Income	£336.37m
Total Operating Expenditure	£337.89m
Net Operating Surplus	-£1.52m
Interest & Finance Costs	-£1.39mm
PDC Dividend	-£4.99m
Operating Deficit	-£6.88m
Total Comprehensive Expense for the year	-£7.9m

A bi-monthly Finance Report is produced by the Director of Finance for the Board of Directors meeting in public and this is available on the Board of Directors page on the Trust's [website](#).

Further financial information relating to the running of the Trust can be found in our Annual Accounts which are placed on the Trust's [website](#). Hard copies are available on request from the Director of Corporate Affairs/Trust Secretary – please see end of the document for the postal address.

Charitable Funds

The Board of Directors acts as the Corporate Trustee for all “Funds Held on Trust” and is registered with the Charities Commission as a single charity. The Trust continues to receive donations from a wide variety of benefactors for which it is extremely grateful, and continues to utilise these funds for the benefit of both patients and staff in accordance with the terms of the donation.

The Trust is required to produce annual accounts relating to its charitable funds activity and these are published on the Charities Commission [website](#).

The Trust makes available as much information as possible about the sources of the state of its finances. In certain circumstances information intended for future publication, audit material, personal information, commercial or confidential information and criminal and regulatory investigative material or law enforcement material will be exempt from publication.

How We Purchase Our Equipment and Supplies

The Director of Finance is the Executive Director responsible for procurement . The majority of purchases are handled via the Supplies Department, with some satellite areas currently having responsibility for their own purchasing, such as Estates, , Catering and Pharmacy. The Assistant Director of Financial Services and Procurement is responsible for delivery of the Supplies Strategy and can be contacted at:

Financial Services
City Hospitals Sunderland NHS Foundation Trust
Children’s Centre
Durham Road
SUNDERLAND SR3 4AD

Tel: (0191) 565 6256

The Trust’s Tendering and Contract Procedure is inherent in the Standing Orders and Financial Instructions of the organisation. Regulations for the ordering and receipt of goods, authorisation of expenditure, quotation and tender controls are clearly identified in the above documents.

Tenders Sought and Awarded – Details of Contracts currently being tendered

The Trust will advertise tenders for goods or services worth over £99,695 through the Official Journal of the European Communities (OJEC) procedures. The website for OJEC is <http://www.ojec.com/> . Information relating to contracts awarded can be obtained by writing to the Freedom of Information Officer (foi@chsft.nhs.uk).

Corporate Information

The following documents are available on the Trust’s website on the Publications [page](#). If a hard copy is required, please request via the Freedom of Information Officer.

Annual Report & Accounts
Annual Accounts
Quality Report
Equality & Diversity Strategy

The Trust's Annual Plan is published on Monitor's [website](#).

Some information that is of a personal and confidential nature or otherwise exempt under the FOI Act or Data Protection Act 1998 will be excluded as will any other confidential material. This includes material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory enforcement or audit issues may also be excluded from publication. There may be circumstances where material cannot be released because the appropriate officer of the Trust has taken the view that it may be prejudicial to the conduct of public affairs.

Further information on our Trust can be found on our website at www.chsft.nhs.uk

Vision

The ethos of the Trust is based on:

“Excellence in Health, Putting People First”

The Trust aspires to be a provider of first class NHS services and to be the first choice of patients locally, regionally and in some cases nationally. We will maintain our high quality services and be focused on, and responsive to, the requirements and expectations of our customers.

To support quality we will ensure that our workforce is the best in the healthcare industry. Our staff will have the freedom to act to meet our commitments to high quality and responsiveness, to innovate and to ensure that the patient is put first. Staff will be accountable for their actions and will have the confidence and the support of the organisation for what they do.

The Trust will deliver its vision and aspirations by adhering to the following values:

- ensuring our care is high quality, safe and personal;
- enabling our staff to use their skills to treat patients in clean, comfortable surroundings to the highest quality, offering choice as widely as possible;
- encouraging our patients to come here for their care because we aim for excellence in everything we do – our first priority is our patients; and
- setting high standards of behaviour and professionalism for all our staff

The Board will continue to drive the Trust's vision and philosophy through a number of key delivery areas:

- **Best Quality**

To deliver the best quality we will:

- put patients at the centre of everything we do
- listen to our patients and staff and respond to their views promptly, openly and honestly
- respect and care for our patients whilst treating them with dignity
- improve our patients' health or quality of life
- deliver care that encourages patients and staff to recommend us to their friends and family

- **Highest Safety**

To provide the highest level of safety we will:

- ensure patients are safe in our care
- develop a culture of zero tolerance for failure and learn from all our mistakes
- guarantee all our staff are trained to care for patients

- **Shortest Lead Time**

To ensure the fastest service for our patients we will:

- treat patients as quickly as possible and not waste their time
- remove all unnecessary waits

- **Highest Morale**

To ensure the highest staff morale we will:

- ensure our staff are proud to work here
- develop and support staff to be the best at what they do
- provide staff with a good work life balance
- set high standards of professionalism and behaviour for our staff

- **Cost Leadership**

To provide the best value for money we will:

- manage our money well so we can invest in the things patients really need
- challenge the way we do things and innovate for the benefit of both patients and staff

Performance

A Performance Report is produced for the Board of Directors meetings by the Department of Performance. The report summarises the current performance of the Trust in a number of key performance areas, including the key national and local targets, and can be found on the Trust's website on the [Board of Directors meetings page](#).

If you require any information about how we measure ourselves, please contact our Freedom of Information Officer.

Governance

Within our Trust there are well-established systems for the management of governance issues. The individuals involved, their responsibilities and contact details are listed below.

Name	Responsibilities
Medical Director	<ul style="list-style-type: none">• Professional advice on medical matters to the Board• Clinical Governance (Joint Lead)• Lead for Infection Control• Clinical Audit
Director of Nursing	<ul style="list-style-type: none">• Complaints and legal services• Risk management• Professional advice on nursing and midwifery issues to the Board• Patient and public involvement• Clinical Governance (Joint Lead)
Director of Finance	<ul style="list-style-type: none">• Controls Assurance• Risk Management• Information risk
Director of Human Resources	<ul style="list-style-type: none">• Workforce issues• Employment legislation compliance
Head of Estates	<ul style="list-style-type: none">• Health and Safety

Ensuring Patient Safety

The Trust has a [Risk Management Strategy](#) and as part of this overall strategy there are procedures for reporting and the investigation of incidents.

We are now required to publish regular data relating to the [staffing levels](#) on our wards as well as a monthly [Open and Honest report](#) which supports our commitment to being open, honest and transparent in all that we do.

Who Monitors Our Trust?

We are monitored and scrutinised by a number of external bodies however the main organisations are:

- Local Clinical Commissioning Groups (our main CCG is [Sunderland](#))
- [Care Quality Commission](#)
- Child Protection Teams
- Confidential Inquiry into Suicides and Homicides
- [Sunderland City Council](#)
- Coroner's Offices

- [Environment Agency](#)
- [General Medical Council](#)
- [Health and Safety Executive](#)
- [Health Professions Council](#)
- [Medicines and Healthcare products Regulatory Agency \(MHRA\)](#)
- [Monitor](#)
- [National Patient Safety Agency](#)
- [NHS Litigation Authority](#)
- [Nursing and Midwifery Council](#)
- [NHS England \(NHS Commissioning Board\)](#)

Policies & Procedures

Some of the Trust's policies are published on our [website](#), however should you wish to receive a copy of a policy which is not published, please contact the [Freedom of Information Officer](#).

How to seek advice about care or leave a compliment

The Help and Advice Service

If you need any help or advice, please call into our Help and Advice Service where a member of staff or a volunteer will be available to assist you.

Services include signposting to wards, departments, services or individuals within the hospital and we can liaise on your behalf if we are unable to help directly.

You may have comments, compliments or suggestions that you would like to share with us, please come and talk to us to help shape our services for the future.

If you have any concerns about your care or treatment

If you are unhappy with the treatment or service you have received or are receiving, with your consent, the Help and Advice Service Team will assist in resolving any issues on your behalf. Staff can also advise you upon how to make a formal complaint should you wish to do so.

How to contact the Help and Advice Service

Telephone: 0191 569 9855 or Freephone 0800 587 6513 – an answerphone facility is available out of hours

Email: helpandadvice@chsft.nhs.uk

Opening Hours: 8 am to 5 pm – Monday to Friday

How to make a formal complaint

The Trust is committed to providing the highest quality and standard of care to all of our patients. We recognise that suggestions, constructive criticism and complaints are

valuable aids in the maintenance and development of improved standards of health care and we encourage patients and visitors to comment on the care and services they have received. Such comments provide us with valuable opportunities to continually review and improve our services in order to ensure they meet the needs of our users.

The Trust complaint procedure is available on the [website](#). If you wish to make a complaint about services provided by the Trust or you require any further information about the Trust's Complaints procedure please contact:

Help and Advice Manager
City Hospitals Sunderland NHS Foundation Trust
Sunderland Royal Hospital
Kayll Road
SUNDERLAND SR4 7TP
Helpandadvice@chsft.nhs.uk

Tel: (0191) 569 9666

Work For us

All vacancies are published on the NHS Jobs [website](#).

For the Media

The Trust has a Corporate Affairs team who co-ordinates organisational responses to media enquiries and supports other public relations activities within the Trust.

All media enquiries to the Communications Team should be directed to the Corporate Affairs Department, Trust Headquarters, Sunderland Royal Hospital in the first instance (corporate.affairs@chsft.nhs.uk).

Press releases and news stories can be found on our [website](#).